CAMBRIDGE WATER COMPANY

reflections

SPRING 2012

Customers continue to benefit from second lowest water charges

Prices for 2012/2013

Our average water bill will increase by just £6.50 over the course of the year to £127, meaning customers will still continue to benefit from the second lowest water charges in the country.

Managing director, Stephen Kay, said: "It is always regrettable when we have to increase prices at all but this year, despite the tough economic climate, the average bill will increase by just £6.50.

"This means our customers will continue to receive high quality water for less than 35p a day. When you consider the average household uses around 400 litres of water each day for bathing, washing clothes, cleaning, drinking and garden watering – this represents exceptional value for money."

For more details see pages 2,3 and 4.

Changes at Cambridge Water

You may have heard reports in the media that Cambridge Water changed ownership last year. We are now owned by South Staffordshire Plc which also owns South Staffordshire Water Plc.

Cambridge Water is confident it will continue to be operated with a view to maintaining the current high standards of delivery.

For further details see page 5.

Drought alert

It is official – the East of England is now in the middle of a drought. In fact it is the driest year since 1921.

Water levels fell because of last year's very dry spring and autumn and are only now starting to be recharged.

At the current time Cambridge Water has no plans to introduce water restrictions, however, we will continually monitor the situation, and if it changes will notify our customers.

Managing Director, Stephen Kay, said: "Generally we are in a fortunate position, as 97% of our water is drawn from boreholes drilled down into chalk aquifers. This means it takes much longer for spells of dry weather to have a negative impact on our water supply.

"However, we are not being complacent – the more we can do now to conserve our water supply, the greater the chance we have of avoiding potential water restrictions in the future. We have invested in extra resources for detecting and fixing leaks, increased the amount of water pipes we have renewed and carried out work to secure extra water resources for the summer."

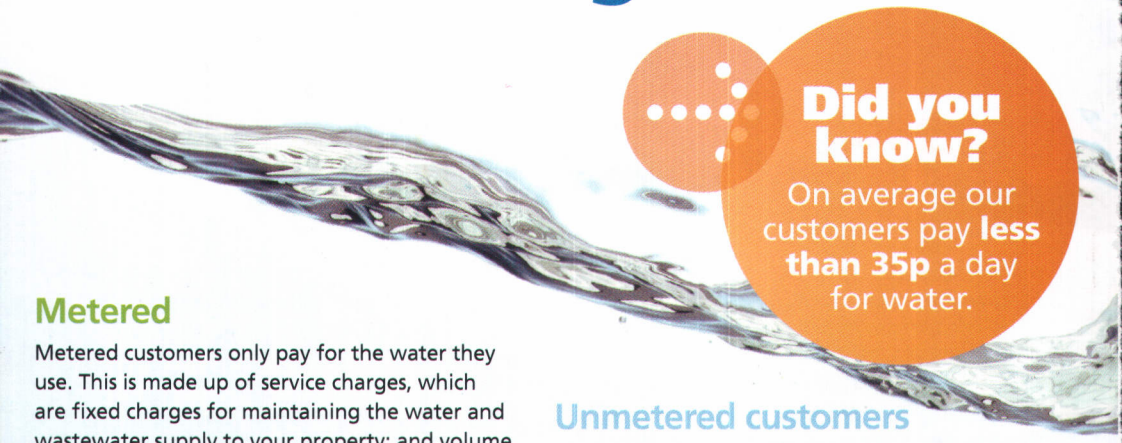
Customers can also do their bit to help out by thinking about their water use. On average around a third of the water we use each day is wasted.

For updates on the drought, please visit our website www.cambridge-water.co.uk

INSIDE THIS ISSUE:

2 Small change for water charges
6 Find out about metering
8 Get smart – be a savvy saver!
10 In focus: Your water supply
12 Our promise to you
16 Charitable donations get off to a flying start

Small change for water charges



Did you know?

On average our customers pay **less than 35p** a day for water.

Metered

Metered customers only pay for the water they use. This is made up of service charges, which are fixed charges for maintaining the water and wastewater supply to your property; and volume charges. Your water volume charge is calculated by multiplying the number of cubic metres you have used by the price per cubic metre for water.

The wastewater volume you discharge is usually calculated to be 90% of the water supplied. There is a 10% allowance for activities like gardening watering, which is appropriate for most household customer purposes. If you can demonstrate less than 90% of your metered water supply is returned to the sewer you may be eligible for an abatement.

2012/2013

METERED	Service charge	Price per cubic metre
Cambridge Water Charges for		
Water supply	£28.60	£0.858p
Anglian Water Charges for		
Wastewater supply with surface water drainage.	£83.00	£1.5804
Wastewater supply without surface water drainage	£46.00	£1.5804

Unmetered customers

Unmetered customers pay a fixed amount regardless of how much water they use.

This is made up of service charges, which are fixed charges for maintaining the water and wastewater supply to your property; and rateable value charges. Your water and wastewater rateable value charges are calculated by multiplying the rateable value of your property, eg £275, by the charge which has been set for each £ of rateable value. Rateable values were last assessed in 1973 and cannot now be changed.

2012/2013

UNMETERED	Service charge	Price per £ per rateable value
Cambridge Water Charges for		
Water supply	£27.80	0.549p
Anglian Water Charges for		
Wastewater supply with surface water drainage.	£217.01	0.3437p
Wastewater supply without surface water drainage	£180.01	0.3437p

Your charges

Each year our water charges are fixed in agreement with a formula set by Ofwat, the Water Services Regulation Authority

As a water-only company we only handing drinking water. Once the water has been used in your home or business it becomes wastewater and this is the responsibility of Anglian Water, together with all issues relating to surface water drainage. So that you only receive one bill Cambridge Water bills and collects wastewater charges on behalf of Anglian Water.

Did you know?

The average combined water and wastewater bill is around £1 a day. This compares to more than £2 a day for gas and £1.25 for electric.

Got a query about your wastewater?

If you have queries about your wastewater you can contact Anglian Water on 08457 91 91 55, visit www.anglianwater.co.uk or write to Anglian Water Customer Services, PO BOX 10642, Harlow, Essex CM20 9HA

Do I pay for surface water drainage?

Wastewater companies make a charge for collecting the rainwater that runs from properties into the sewer. If the surface water from your property does not drain to the sewers, you may be entitled to pay a lower service charge. For details you should contact Anglian Water.

Help with your bill

If you are having difficulties paying your bill please call us as soon as possible. We will work with you to establish an affordable instalment plan. Special tariffs are also available for metered customers who receive certain income-related benefits and/or use a lot of water.

Find out more

To find out more about your water charges visit www.cambridge-water.co.uk and read our Charges Scheme or call 01223 706050. Anglian Water's wastewater tariffs are available on its website www.anglianwater.co.uk

Ways to pay

Sign up for Direct Debit and save money off your bill

DIRECT Debit

Payment by this method entitles you to the Direct Debit tariff, which is £3 lower than you currently pay. This will be applied to the next bill you receive.

Online: You can pay via our website using Santander's secure BillPay service.

You can also pay using your own internet banking facilities. To do this you will need the account number on the front of your bill, as well as Cambridge Water's bank account number: 90031283 and sort code: 20 17 19.

Telephone: Pay using your debit or credit card by calling 01223 706050.

Cash or cheque: Pay at the Post Office, at a bank, by post, or at our office, which is open 8.30am – 5pm Monday to Friday. Cheques should be made payable to Cambridge Water. Please ensure your account reference number, on the front of your bill, is quoted on the back and send to Cambridge Water, 90 Fulbourn Road, Cambridge CB1 9JN. If you need a receipt please ask for one. Please do not send cash through the post.

Payment cards or books: There are available from us on request.

Cambridge Water does not levy a charge on its payment methods, however, some banks may charge for processing payments.

What we spend the money on...

This year our average water bill will increase by just £6.50 to £127, meaning customers will still continue to enjoy the second lowest water charges in the country.

The additional investment gained from the price increases will help Cambridge Water to meet the demands of a challenging environmental climate. Stephen Kay, managing director, explained:

"We are currently in the middle of a drought. Low rainfall levels over the winter mean we have to carefully manage our existing water supply to ensure there are sufficient resources available at times of peak demand.

"We have therefore invested £300,000 to secure extra water supplies for the summer and £750,000 to help us find and fix more leaks. We have also renewed 12km of our water mains – which equates to a 20% increase on the previous year."

New owners for Cambridge Water

Cambridge Water customers can expect to receive the same high standards under the water company's new owners, South Staffordshire Plc.

South Staffordshire Plc has extensive experience in the water industry through its ownership of South Staffordshire Water Plc, which supplies water services to Walsall and other parts of the West Midlands.

Like Cambridge Water, it was also founded in 1853 and provides high levels of service, coupled with low charges. It also owns a number of other companies supplying services to the utilities sector.

The acquisition is unconditional although is subject to an automatic referral to the Competition Commission due to South Staffordshire's ownership of another water supplier.

Adrian Page, executive director of South Staffordshire, said: "Cambridge Water has sought and received assurances from us that the company will continue to be operated with a view to maintaining the current high standards of service delivery. South Staffordshire is concerned to protect the integrity of Cambridge Water, an objective shared by the local non-executive directors and the management of the company."

Cambridge Water was put up for sale in 2011 by Hong Kong-based CKI which had owned the company since 2004.

Another significant investment for the company has been a £7million project to build up to five nitrate water treatment plants. The first of these will become operational later this year.

Nitrates occur naturally in many fruit and vegetables, however, levels in groundwater have risen steadily over the last half century as agricultural methods have changed. The treatment plants will ensure the water company is able to maintain the very low levels permitted in drinking water.

IF YOU ARE METERED...

Helpful information to make the most of your water meter.

Your water meter tends to either be located in a chamber at the boundary of your property, or inside, perhaps by the kitchen sink or downstairs toilet.

We will read it every six months. If for any reason it proves impossible to read the meter or the meter stops recording, you will receive a bill with an estimated consumption. This will either be based on a similar period in a previous year, or upon the best information available at the time.

As well as using meter readings to keep track of your water consumption, they can also be used to check for leaks. On your water meter the black numbers indicate the cubic metres used and the red numbers indicate the fractions of cubic metres.

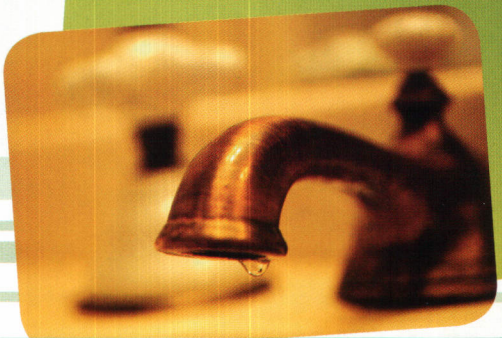
All of our water meters are approved for accuracy and tested by the manufacturers. If you believe your meter to be inaccurate you can ask us to test it. If the meter is inaccurate we will adjust consumption figures accordingly, however, if it is accurate you will have to pay for the test (maximum £70). For details please read our Code of Practice.

To check that you do not have a leak on any pipework after the meter:

1. **Turn off** all taps
2. **Read** the meter (including the red digits)
3. **Do not use any water** for a length of time (eg overnight or while you are out for the day)
4. **Read** the meter again

If the second reading is higher there may be a leak.

Call Cambridge Water immediately on 01223 706050.



IF YOU ARE UNMETERED...

Helpful information if you are considering a meter.

If you have a water meter fitted your charges would be based on the amount of water you use, rather than being a fixed amount each year based on the rateable value of your property.

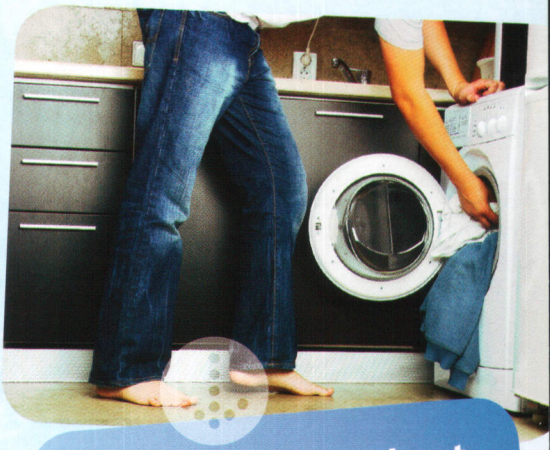
Any financial benefits depend on how much you pay now, the number of occupants in the property and how much water you use. As a rule, if there are more bedrooms in your house than people, you could be better off on a meter. Your water consumption is also used as a basis for the determining of wastewater charges (which we bill on Anglian Water's behalf).

Installing a meter also means you may be eligible for special tariffs that are available to people who have low incomes and/or low consumption.

If you are a household customer you can have a water meter installed free of charge where possible. Non-household customers are charged in accordance with our Charges Scheme.

You can find out if you would be better off with a water meter by completing the water meter calculator available on our website.

If you do have a water meter installed, you have the option to revert back to rateable value charges within 12 months, although the meter will remain in place.



For general advice about meters and to request a free survey to see if your property is suitable for a meter, please call us on 01223 706050.

Get smart – be a savvy saver!

We could all do with saving a bit of money on our household bills.

We could all do with saving more water to help the environment.

Fortunately by being a savvy water saver it is possible to achieve both of these things.

step 1

Save up to £100 on your bills by requesting our free water efficiency devices

Our clever gadgets can help you save more than £100 if you are on a water meter. If you are not on a meter you can still save money because the equipment will help you reduce the amount of hot water you use.

You can request yours for free by visiting www.cambridge-water.co.uk, or call 01223 706050.

step 2

Try not to waste water

Small actions, such as turning the tap off in between brushes when you clean your teeth, mending dripping taps and putting in the plug when you use the sink, can save hundreds of litres of water – every week.

A recent survey carried out in Cambridge by Unilever UK and Ireland showed that the average shower is eight minutes long, uses nearly as much energy and water as a bath and **costs the average UK family £416 a year.** Try cutting showers down to three minutes.

step 3

Lag it now

Ok, so we may be heading into summer, but now is still a good time to lag your pipes. By wrapping them in foam you will reduce the chances of them bursting during cold weather.

step 5

Replace household appliances with water efficient versions

When your household appliances and sanitary-ware need replacing consider opting for more water efficient versions. Cambridge Water has teamed up with Save Water Save Money to offer customers a fantastic range of products from its online shop. These range from water efficient dishwashers and washing machines to low-flush toilets and aerating showerheads and taps. You will also find a great range of water butts and drought tolerant plants.
To find out more visit **www.cambridgewater-savewatersavemoney.co.uk**

step 4

Grab a free meter

In 2012 we expect another 1500 customers will voluntarily switch to having a meter. On average customers with a meter pay £33 a year less on their water bills. Other benefits include being able to keep track of the water you use and being able to spot underground leaks on your supply pipe. Fitting a meter is usually free of charge for household customers.

Dates for your diary...

The St Ives house is taking part in the Open Eco Homes organised by Cambridge Carbon Footprint. **The house will be open to the public from 10am-4pm on 12-13 May and 26-27 May.**

Want more ideas?

The Green House Project in St Audrey's Lane, St Ives is a fantastic place to go if you want to find out more about being efficient in your home.

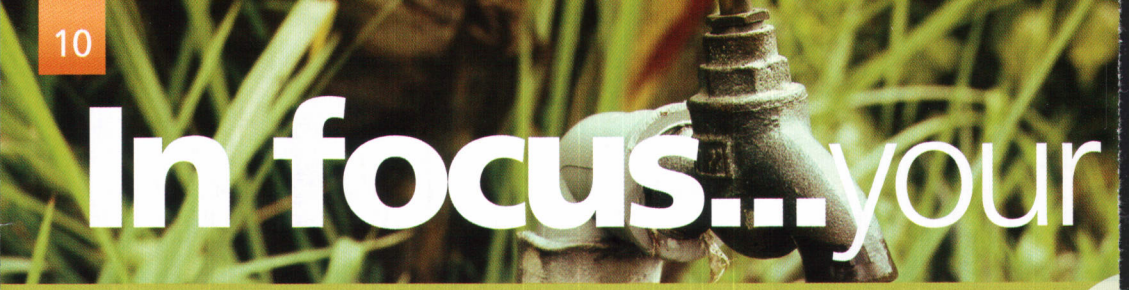
Huntingdonshire District Council bought the 1960s two-bedroomed house and transformed it into a three-bedroomed eco-home to demonstrate what can be done to make properties more energy and water efficient.

The UK's housing stock produces 27% of all carbon emissions. Work on this house has meant its CO_2 emissions have been cut by 75% and energy bills reduced by £633 a year.

The house is a great place if you want to see exactly how energy and water efficient measures could be fitted into your home.

Included in the project are low-flush toilets, energy efficient appliances, cavity wall insulation, solar panels, rainwater harvesting systems and a sedum blanket roof. Its garden has also been redesigned to support biodiversity, recycling, composting, drought tolerant plants and home grown produce.

To find out more, or to book your visit, go to **www.greenhouseproject.co.uk** or call **01480 388315.**



In focus... your

Getting water out of the ground and delivered to your home is what Cambridge Water has specialised in for 159 years. Making sure this happens smoothly requires careful management of our network. Below we've summarised some of the key stages we go through to make sure high quality drinking water is there every time you turn on the tap.

Ground control

All of the water supplied by Cambridge Water comes from underground sources, as opposed to lakes, streams and open reservoirs.

In total, 97 per cent comes from boreholes drilled into the chalk strata south of Cambridge. The remaining 3% comes from a greensand source to the west of our area which feeds Gamlingay and the surrounding villages.

Cleaned up

Because the water we supply has been filtered through chalk and greensand it is naturally very clean. However, we do need to treat it to make sure that it is of the highest quality. This year we are investing £800,000 in a new plant to remove nitrates. Chlorine is also added during water treatment as a disinfectant to kill any disease producing organisms. A small residual amount of chlorine is generally present in the treated water that reaches your tap.

Top quality

Each year we carry out 25,000 tests on samples of water collected at treatment works, reservoirs and homes across the region. In 2010, 100 per cent met the stringent national and European standards covering safety, appearance and taste of drinking water. You can view all of our water quality data on our website www.cambridge-water.co.uk. Should you ever have concerns about the quality of your water, please contact us on 01223 706050.

Main attraction

Once it has been cleaned the water is distributed through our network. There are 2300km of water pipes winding their way to more than 130,000 homes and businesses and if you laid them end to end they would stretch all the way from Land's End to John O'Groats and back again! We also have 33 reservoirs and 22 treatment works.

Occasionally we need to repair or replace a water main. If we are working in your area we will do our best to notify you in advance. Regular updates can also be found on our website.

Leak detectives

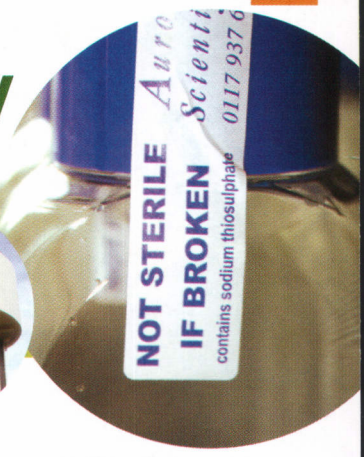
With so much pipe work running underground it is inevitable there will be some water loss through minor leaks and seepage.

Every year we invest resources in stemming the flow of leaks. Recent initiatives include installing special district meters located in villages and Cambridge City to assist in their rapid detection.

Damp patches in or outside the property, lush vegetation in dry periods or running water from overflow pipes may be indications of leaking pipes or faulty plumbing. If you have a water meter, an unusually high reading may also indicate a leak. Call our FREE leak hotline: 0800 316 76 76. Leaks can also be reported via our website.

We aim to inspect all leaks within 48 hours. If the leak is within the boundary of your property we will also confirm who has responsibility for it and whether you are entitled to our free leak detection and repair scheme.

water supply



Pipe responsibility

Many people do not realise that the Cambridge Water is not the owner of all the pipes that lead to their properties. Typically whoever owns the property is responsible for all internal pipework and the water pipe which runs from your property to its boundary. This is called the supply pipe.

As part of our commitment to the control of leakage we will repair the first leak to your supply pipe free of charge. More details are contained in our Code of Practice which is available on our website, or call 01223 706050.

If you find you have a leak on your internal pipework please contact a plumber. You may also wish to check your insurance policy (water service specific cover or relevant cover within your building and contents policy).

Further details are available on our website www.cambridge-water.co.uk

A measured approach

Around 65% of our customers are on a water meter. Each of these meters has to be read so that we know how much to bill our customers. We have a team of meter readers responsible for collecting all of the reads. On most occasions we use remote reading devices located on the outside of your property which means we can get all the information we need without disturbing you at home or work.

Down and out

As a water-only company we only handle drinking water. Once the water has been used in your home or business it becomes wastewater, and this is the responsibility of Anglian Water. They are also responsible for collecting the rainwater that runs from properties into the sewer.

For queries about your wastewater please contact Anglian Water on 08457 91 91 55, visit www.anglianwater.co.uk or write to Anglian Water Customer Services, PO BOX 10642, Harlow, Essex CM20 9HA.

Are you eligible to receive a special tariff?

Metered customers who receive certain income-related benefits and/or use a lot of water may benefit from the following tariffs:

WaterSure: This tariff is for customers who are on a low income and use a lot of water. It works by putting a cap on your charges for water and wastewater services. To be eligible you must meet the following conditions:

- Have a water meter
- Be in receipt of certain income-related benefits or tax credits
- Have either:

a) three or more children under the age of 19 living in the household for whom the person receiving benefit also claims child benefit

or b) someone living in your household who has a medical condition which means they use a lot of extra water

Aquacare Plus: This Anglian Water tariff is for customers who are on a low income. It works by reducing your charges for wastewater services. To be eligible you must meet the following conditions:

- Have a water meter
- **and** be in receipt of certain income-related benefits or tax credits

Please note this tariff will only benefit you if the amount of wastewater you are billed for exceeds 67.5 cubic metres a year.

SoLow: This is a low user tariff. If your household discharges less than 67.5 cubic metres of wastewater a year into the sewers, you may find your wastewater bill is lower if you are on Anglian Water's SoLow rate. With SoLow you do not pay the standing charge for wastewater, but there is a higher charge per cubic metre.

To find out more visit www.cambridge-water.co.uk or call 01223 706050

Our promise to you

At Cambridge Water we are committed to providing the best quality service at all times. The quality of that service is very important to us and Our Customer Promise explains the minimum standards we aim to achieve for our customers.

If you are not happy with any part of our service, please call us in the first instance – we value and act on your comments to improve the way we deal with customers in the future. Our office hours are 8.30am to 5pm Monday to Friday excluding public holidays. Our control room is staffed 24-hours a day for emergency notification of loss of water, pressure or water quality complaints.

If we do fail to meet the standards outlined in this leaflet you may be eligible for a payment. For more details please call 01223 706050.

Our Customer Promise incorporates all the standards for customer care required under the Government's Guaranteed Standards Scheme, which is monitored by our regulator Ofwat. Further information on the Guaranteed Standards Scheme can be found at www.ofwat.gov.uk

Making and keeping appointments

When we make an appointment we will specify if the visit will be made before or after 1pm. If you would like a more specific appointment, we will offer you one with a two-hour time-band.

We will automatically pay you £20 if:

- The appointment does not specify whether the visit will be before 1pm or after 1pm, or where requested, within a two hour time-band; or
- The visit is not made as arranged. In the unlikely event that we have to cancel the appointment, we will give you at least 24 hours notice.

Account queries and requests about payment arrangements

If you write to us about your account, we will reply within 10 working days from receipt. If we do not, we will automatically pay you £20. If you ask us to change a payment arrangement (including requests to change to instalments or change the frequency of payments), we will make the change or reply stating why we cannot. We will automatically pay you £20 if we do not reply within five working days from the date of receipt of the request.

Our promise to you (continued)

Complaints

If you complain in writing we will automatically pay you £20 if we fail to send a full reply to you within 10 working days from the date of receipt of the written complaint. Where a payment or credit is due it will be made within 10 working days or a further £20 will become due.

Interruptions to supplies

Sometimes we have to interrupt the supply of water to carry out essential works. When the interruption is planned we will give you written notice and let you know what time the supply will be restored.

If the supply is off for more than four hours, and we have failed to give at least 48 hours notice, we will automatically pay you £20 (£50 to business customers).

After an emergency or unplanned interruption, we will take all reasonable steps to notify affected customers:

- The supply has been interrupted or cut off.
- Where alternative supplies can be obtained.
- The time by which we plan to restore the supply.
- A phone number to obtain further information.

Restoration of supplies

We will pay £20 (or £50 to business customers) if:

a) We do not restore supplies following planned interruptions within the specified time on the notice.

b) We do not restore supplies within 48 hours if the incident affects a large, strategic main, or within12 hours for smaller leaks or bursts. We will pay a further £10 (£25 to business customers) for every 24 hours the supply remains unrestored.

Sometimes it is impractical for us to identify who has been affected by an interruption. If we have not made an automatic payment you can make a claim (either verbally or in writing) within three months following the date the supply was cut off. We will ensure the payment due is paid or credited to your account within 20 working days.

If a payment or credit is not made within 20 working days following the date the water is cut off, we will pay you a further £20 (or £50 to business customers), if claimed by you in writing.

Installation of meters

If you request a meter and the installation is to be carried out free of charge, we will survey the property and install the meter within 90 days subject to your acceptance of the survey within a reasonable timescale.

If you are paying for your meter to be installed, we will survey, invoice and install the meter within 30 days, subject to receiving payment of the invoice.

If we fail to survey or install the meter within these times, you may claim a payment of £10.

This guarantee does not cover situations where the customer causes the delay, for example where no access is provided to the property.

Meter reading

We will read your meter on the day you are moving house, subject to receiving five days notice. If we fail to do this, we will automatically pay you £20.

Meter changes

We will notify you when a meter is to be changed. When a meter is situated externally, we may change the meter when you are out, but we will leave a card to let you know. If we fail to do this, you can make a claim to us in writing for a payment of £10.

Pressure standard

You can expect a minimum static water pressure of 10 metres at the stop tap at the boundary to your property. For a typical two-storey house this means that:

- Water will rise and fill a storage tank in the loft.
- The minimum flow at the cold water tap in a ground floor kitchen will be nine litres a minute (this is equivalent to filling a one gallon bucket in 30 seconds).

If, in any 28 day period, the pressure in a communication pipe falls below seven metres, e.g. 70% of the normal water pressure to your property, on two occasions, each lasting more than one hour, you can make a claim for £25 by writing to us within three months of the date of the later of the two occasions. Customers can claim one payment every 12 months.

We cannot guarantee to maintain the minimum pressure during droughts or where the fall in pressure is caused by necessary repair and maintenance work.

Discoloured water

We ensure that, as far as is reasonably practicable, no water is supplied that causes loss or damage due to discolouration. If damage is caused as a result of the water supplied we will pay for the actual loss or damage.

Payments due

Generally, where a payment or credit is required under these standards, it will automatically be paid within 10 working days. If we fail to make a payment within that time, a further £20 becomes due.

If you are eligible for a further payment, you need to claim in writing within three months of the payment becoming payable. We will not make payments if a customer cancels an appointment or a request for information.

Exceptions

We will not make payments if we have failed to reach these standards as a result of severe weather conditions, industrial action by Cambridge Water's employees, or an act/default of a person not representing the company, for example, malicious damage or vandalism.

Customers in arrears

If you are entitled to a payment but you owe money to Cambridge Water, and the debt has been outstanding for more than six weeks, the payment will be made by crediting your account.

Payments do not affect other legal liabilities or statutory rights.

A payment/credit by Cambridge Water does not constitute admission by us of any other liability other than an obligation to comply with the standards. If you accept a payment or credit it does not affect other liabilities or statutory rights.

Referrals to Ofwat

Where a dispute arises between a customer and the company regarding a payment, the matter can be referred by either party to Ofwat for determination.

Consumer Council for Water

The Consumer Council for Water acts on behalf of water and sewerage customers in England and Wales and welcomes feedback from Cambridge Water customers.

The regional office can be contacted at: CCWater Eastern, Henry Giles House, 73 Chesterton Road, Cambridge CB4 3GB. Telephone 08457 959369 or visit www.ccwater.org.uk

Further information

For more details about Our Customer Promise and the services we offer our customers visit www.cambridge-water.co.uk or call 01223 706050.

Accessing records

If you wish to access records relating to your account please contact us and we will send you copies within seven days. Please note accessing certain records may be subject to an administration fee.

We are here to help

We offer a range of services for customers who may have extra needs, such as those who are elderly, disabled or have a medical condition.

Your bills – all of our bills and information leaflets are available in large print, Braille or in audio format

No water supply – some of our customers are entitled to special deliveries of water in the event that we have to interrupt the water supply to their home

Home security – for peace of mind we can arrange for our staff to use a password chosen by you when calling at your home, in addition to presenting their identity card.

Charitable donations get off to a flying start

Hundreds of Cambridge Water customers have already seen the benefits of grants made by Cambridge Water's new donations and grants committee.

The group, which was launched at the end of last year, allocates grants to deserving organisations located within its area of supply.

Its first award helped Wilbraham River Preservation Society (WRPS) get its plans to create a new wetland area off to a flying start.

John Smithson, chairman of the WRPS, said: "We are very excited about this new project and very grateful that Cambridge Water has been able to provide the initial funds to get things moving.

"Wetlands are among the world's most threatened habitats – yet they are also among the most productive when it comes to biodiversity and supporting wildlife.

"The site, which is known as Lusters, is usually waterlogged in the winter and is difficult to cultivate. Our aim is to transform it into a proper wetland with areas which fill with water during the winter months, providing attractive sites for wetland-loving birds, such as lapwing, snipe, mallard, widgeon, redshank and grasshopper warbler, as well as other wetland residents such as dragonflies and toads."

Another grant was awarded to a Chesterton parents group, which organise music sessions for under-fives.

The donation will enable the group to provide a month's worth of free sessions while it tries to secure longer-term funding.

Other organisations which have benefited include STARS Bereavement Support Service for the Young in Cambridgeshire, which is using its grant to provide clinical support for its volunteer counsellors, and the Young Lives project which is providing a dressing up box for children at Addenbrooke's Hospital.

Other ways we can help out:

- We can supply bottled water for good causes and events
- Provide free plastic water bottles for schools
- Give talks to community groups and schools

If you would like to find out more about the activities listed above please include as many details as possible in an email to info@cambridge-water.co.uk or call 01223 706050.

CONTACT US

Cambridge Water, 90 Fulbourn Road, Cambridge CB1 9JN

www.cambridge-water.co.uk

Telephone: **01223 706050**

Minicom: **01223 403098**
Fax: **01223 214052**
Email: **info@cambridge-water.co.uk**

© Cambridge Water 2012. Printed on recycled paper.

CWCSPRREF1